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**CITY MANAGER'S OFFICE  
CITY OF COSTA MESA  
INTEROFFICE MEMORANDUM**

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VI-6

**TO:** Mayor and City Council  
**FROM:** Thomas R. Hatch, Assistant City Manager   
**DATE:** March 3, 2009  
**SUBJECT:** SUPPLEMENTAL INFORMATION – CONSENT CALENDAR ITEM 6 -  
AGREEMENTS FOR TOWING SERVICES

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The City Council has been approached by several towing companies that are competing for the ability to provide towing services for the City of Costa Mesa Police Department. Several of the same questions have been raised by individual members of the City Council and staff wanted to provide all of you with the same information. Much of this information is also provided in the formal response provided to Mr. John Vach late last week. Below is some additional information:

1) Issue Raised - Dispatchers should not have been allowed to be on the panel of raters because they have become too close to the current tow service providers over the past 30 years – Response – All raters signed the attached document stating that they are unbiased and that they will treat each proposal fairly and rate the proposal independently. Staff felt it was very important to have a rater from the Telecommunication's Division because they and not the Police Department are responsible for managing the rotation of the tow service providers as well as the required dispatching of the tow company to the appropriate location. The actual rater from the Telecommunication Division was in the management ranks and has been with the City of Costa Mesa fewer than 10 years.

2) Issue Raised – One of the two representatives from the Police Department that served on the five member rating panel did not attend the site visits but still rated all of the companies – Response – This panel member was on medical leave for a period of time and did miss the site visits for all of the tow companies. This did not preclude him from reviewing all of the other information contained in the proposals to formulate an independent evaluation of the proposals. This rater was also required to sign the attached Evaluation Committee Member Statement.

3) Issue Raised - A representative from a prevailing company (Wayne Miller of G & W Towing) dictated to planning staff conditions the other tow companies would have to meet in order to operate a tow yard – Response – All City staff including staff from the Planning Division does receive comments and complaints from the public. In certain cases, there is a specific process for handling this information as with complaints dealing with Code Enforcement. Private companies and private individuals/homeowners do not dictate how staff considers or evaluates information.

Staff does listen and considers all input that is received through the public input process and then acts according to professional standards and procedures.

4) Issue Raised - There is a lack of rotation of the tow companies and the city should have more than two service providers – Response – Staff considered designating the specific number of providers in the Requests for Proposals (RFP). The Committee that designed the Tow Policy Guidelines and the RFP decided not to designate a specific number and simply waited to see what the scores identified. The independent scoring of the five raters produced scores that clearly had two service providers well ahead of the other contenders. These two companies demonstrated by their high scores that they were the two best companies for this service. The raters as well as staff from the City Manager's Office and Finance Department discussed the scoring and discussed the processes involved with managing multiple service providers. The current system of rotating one service provider on for one week and then the other provider the next week, continues to be a highly effective and efficient system. Specifically staff from Telecommunications and the Police Department gave input that it makes it clear to all staff, on all shifts, how the rotation works and which company is on rotation. It is also very easy for the members of the community to understand where to locate and claim their vehicle.

CC: Allan Roeder, City Manager

EVALUATION COMMITTEE MEMBER STATEMENT  
REQUEST FOR PROPOSAL NO. 1118

**FOR POLICE TOWING SERVICES CONTRACT**

You have been asked to participate in the evaluation of offers that will be received as the result of a competitive solicitation for police towing services. It is essential that the integrity of the evaluation process be maintained to insure that each bidder or offeror is given fair and equal consideration. Your knowledge of and/or past or current association with particular firms and/or individuals must not influence your evaluation. The written responses to the solicitation and any subsequent respective clarifications and/or negotiations must stand alone, and you are required to be particularly objective and guard against any tendency to favor a particular firm or individual.

You are required to report to the Purchasing Supervisor any actual or potential conflict of interest.

An additional consideration is the need to maintain confidentiality during the evaluation regarding the contents of the offerors' or bidders' responses, as well as the proceedings of the evaluation committee. Any inquiries regarding the evaluation of this particular solicitation must be directed to the Purchasing Supervisor.

You are asked to read and sign the following statement:

I have read, understand, and agree to the above, and I will adhere to the policies presented. I know of no conflict of interest on my part, nor have I accepted any gratuities or favors from potential offerors or bidders, which would compromise my objectivity. I have no personal interest in seeing that a specific offeror is awarded the contract. I shall keep all evaluation proceedings in strict confidence prior to contract award. I will do my best to base my recommendation for contract award solely upon the evaluation criteria in the solicitation and each offeror's or bidder's response.

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Committee Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Member Name

Please return your signed original to Debbie Casper.